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Technology Center 2600

IN THE CLAIMS

1. (Previously Presented) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating with at least one computer telephony application using a common standardized message structure set which is independent of any particular telephony environment said application including means for selecting one of said plurality of environments to communicate over;

means for dynamically configuring said server to communicate with said telephony environments using specific message structure sets each corresponding to particular one of said telephony environments;

a translation layer for translating messages between the standardized message structure set and the specific message structure sets; and

means for automatically configuring said server to select said one environment selected by said application upon receipt of a selection message of said one environment from said application.

2. (Canceled)

3. (Currently Amended) The server of claim_1 wherein said telephony server includes means for selecting which telephony environment to communicate with via a setup menu.

4. (Original) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network and via a standardized message set and protocol that is independent of any particular telephony environment, and wherein said server is capable of communicating with a plurality of telephony environments, said telephony environments include at least a PBX, a data network gatekeeper, and a public switched telephone network switch.

5. (Original) The system of claim 4 wherein said computer telephony application is a screen pop application.

6. (Currently Amended) A call processing system comprising:
a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the user's account, and means for displaying such information on a computer screen, said personal computer further including means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set independent of any particular telephony environment; and

a server, said server also being connected to the local area network and being configured to communicate with said personal computer using said standard communications protocol and message set, said server also being dynamically configurable to communicate with a plurality of telephony environments utilizing different specific protocols and message sets each corresponding to particular one of said telephony environments, said server being automatically configurable to select a specific protocol and message set of said selected one environment upon receipt of a selection message of said one environment from said personal computer.

7. (Original) The system of claim 6 wherein said server is also capable of communicating with a plurality of different PBX's.

8. (Currently Amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for dynamically configuring said server to communicate, using a common standardized message structure set which is independent of any particular telephony

environment, with at least one computer telephony application, said application including means for selecting one of plurality telephony environments to communicate over;

a translation layer for translating messages from the standardized message structure set to a specific message structure set of any one of said plurality telephony environments; and

means for automatically configuring said server to select said specific message structure set of said selected one environment upon receipt of a selection message of said one environment from said application.

9. (Currently Amended) The system of claim [[4]] 8 wherein said telephony application is a call routing application.

10. (Currently Amended) The system of claim [[4]] 8 wherein said telephony application is a database driven dialing application.

11-20. (Canceled).

21. (Previously Presented) The telephony server of claim 1 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

22. (Previously Presented) The telephony server of claim 6 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

23. (Previously Presented) The telephony server of claim 8 herein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

24. (Previously Presented) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network via said standardized message set.

25. (Previously Presented) The system of claim 24 herein said telephony environments include at least several PBXs, a data network gatekeeper, and a public switched telephone network switch.

26. (Previously Presented) A method, comprising:
communicating with at least one computer telephony application using a common standardized message structure set that is independent of any particular telephony environment, said application to select one of said plurality of environments to communicate over;
communicating with said telephony environments using specific message structure sets each corresponding to a particular one of said telephony environments,

wherein messages are translated between said standardized message structure set and said specific message structure sets; and

selecting automatically said one environment selected by said application, upon receipt of a selection message of said one environment from said application.

27. (Previously Presented) An article of manufacture comprising:
a machine-accessible medium including thereon sequences of instructions that, when executed, cause an electronic system to:

communicate with at least one computer telephony application using a common standardized message structure set that is independent of any particular telephony environment, said application to select one of said plurality of environments to communicate over;

communicate with said telephony environments using specific message structure sets each corresponding to a particular one of said telephony environments, wherein messages are translated between said standardized message structure set and said specific message structure sets; and

select automatically said one environment selected by said application, upon receipt of a selection message of said one environment from said application.

28-30. (Canceled)

31. (New) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments,

the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

a communication device to communicate with at least one computer telephony application using a common standardized message structure set which is independent of any particular telephony environment;

a configuring device to dynamically configure said server to communicate with said telephony environments using specific message structure sets each corresponding to particular one of said telephony environments; and

a translation layer to translate messages between the standardized message structure set and the specific message structure sets.

32. (New) The server of claim 31 further comprising a selecting device to select which telephony environment to communicate with via a setup menu.

33. (New) The server of claim 31 wherein said computer telephony application is a screen pop application.

34. (New) The server of claim 31 wherein said telephony application is a call routing application.

35. (New) The server of claim 31 wherein said telephony application is a database driven dialing application.